



## **601.04 Communication and Correspondence**

Number Series: 600 - Corrections Division

Sheriff's Approval: Digital

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### **601.04-1 Correspondence**

- I. Hendry County Sheriff's Office Corrections Division members shall not use Hendry County Sheriff's office stationery for private correspondence.
- II. Except for official business, members shall not use the Sheriff's Office as a mailing address unless approved by the Sheriff.
- III. The Sheriff's Office address shall be entered on documents when the document is official business only.

### **601.04-2 Official Communications**

HCSO Corrections Division members who receive a written communication from a subordinate directed to higher authority shall indicate approval, disapproval, or notation as to acknowledgement of content and forward to the next person concerned.

### **601.04-3 Intra-Office Communications**

- I. The HCSO maintains an intra-office communication network to provide rapid and efficient response and to facilitate management control.
- II. All methods of intra-office communication, including radio, telephone, computer terminal, FAX, and inter-office mail are for official business only.

### **601.04-4 Telephone Calls**

- I. All incoming telephone calls shall be answered promptly.
- II. When answering the telephone, the staff member should identify the location and his/her name and rank, and ask to be of assistance.
- III. Members shall make every effort to provide information and assistance requested, or refers the caller to the proper person, unit, agency or facility.

- IV. Long distance telephone calls will be made by a supervisor or with his/her permission, or as authorized by HCSO directives.
- V. Collect incoming long distance telephone calls will not be accepted.

#### **601.04-5 Radio Discipline**

The procedures for operation of two-way radios are set forth in Federal Communications Regulations and HCSO directives.

#### **REFERENCES**

State/Federal Regulations:

Florida Model Jail Standards

Federal Communications Regulations

FCAC:

N/A

PREA:

N/A

Forms:

N/A

Other Policy/ Procedure References:

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